

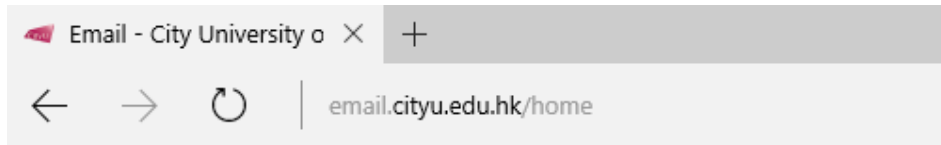
## How to wipe a mobile device remotely by Office 365

When your mobile device is lost or stolen, wipe the device remotely may be the last resort to protect the information from being disclosed to the others.

- i. The “Wipe Device” is a built-in function of the Office 365 OWA (Outlook Web App), to login to the Office 365 OWA, visit <http://email.cityu.edu.hk>



by any browser. For CityU staff, click “Web Logon to University account – [cityu.edu.hk](http://cityu.edu.hk) (Office 365 for staff)”, for CityU students, click “Web Logon to - [my.cityu.edu.hk](http://my.cityu.edu.hk) (Office 365)” to continue.



## Email

### Staff

[FAQ for Office 365 Exchange Online](#)

Client Logon with:

- [Microsoft Outlook](#)

Web Logon to University account

- [cityu.edu.hk](http://cityu.edu.hk) (Office 365 for staff)

### Student

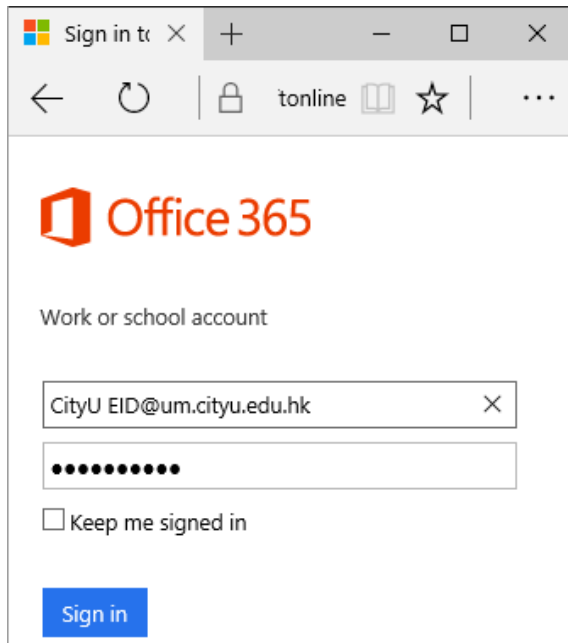
[Office 365 Announcements & Info](#)

Web Logon to University account

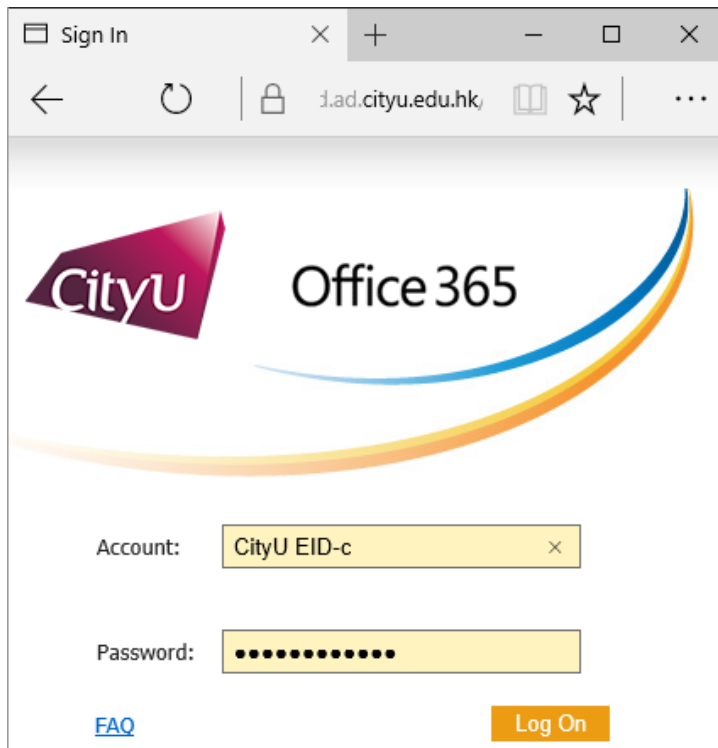
- [my.cityu.edu.hk](http://my.cityu.edu.hk) (Office 365)

\* [Can't reach CityU O365 Logon page?](#)

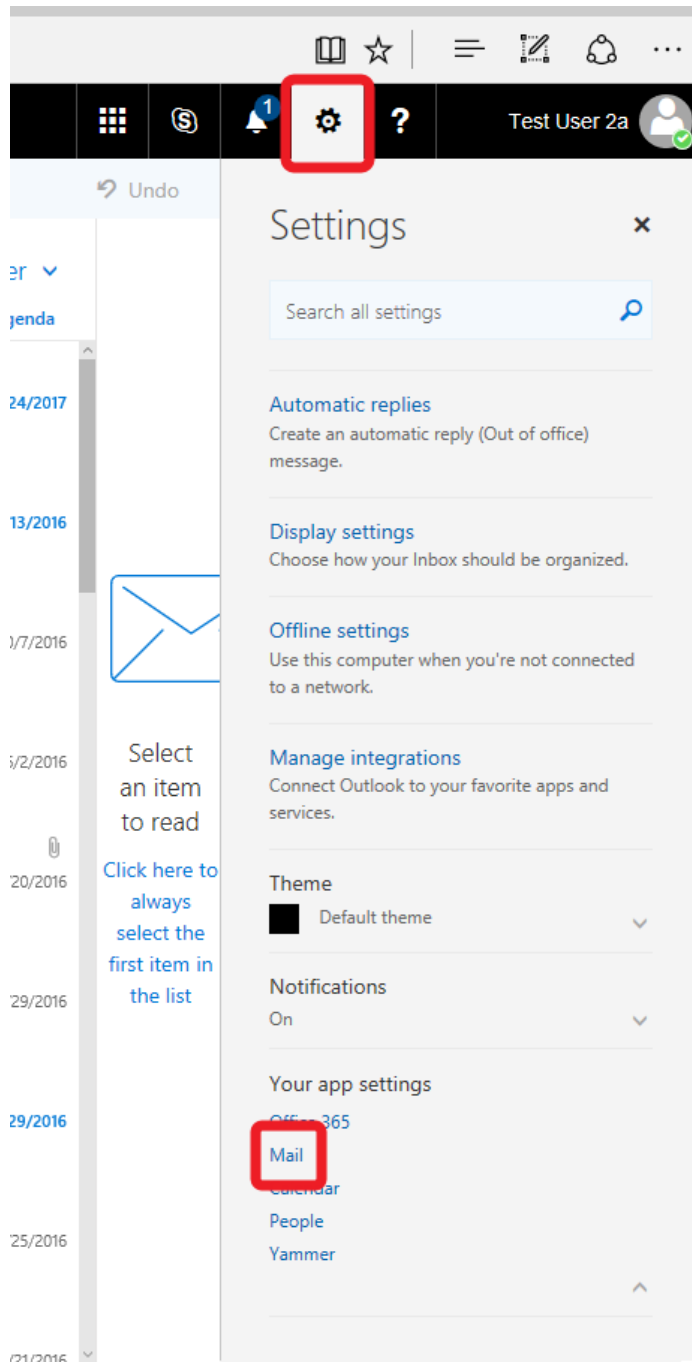
- ii. For CityU staff, enter your “CityU EID@um.cityu.edu.hk” and password, then click “Sign in” to continue:



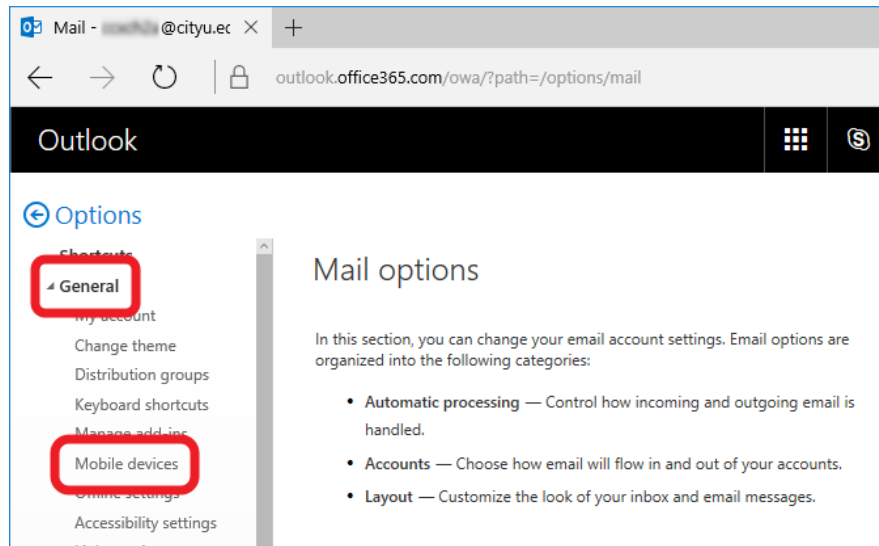
For CityU students, enter your “CityU EID-c” and password, then click “Log on” to continue:



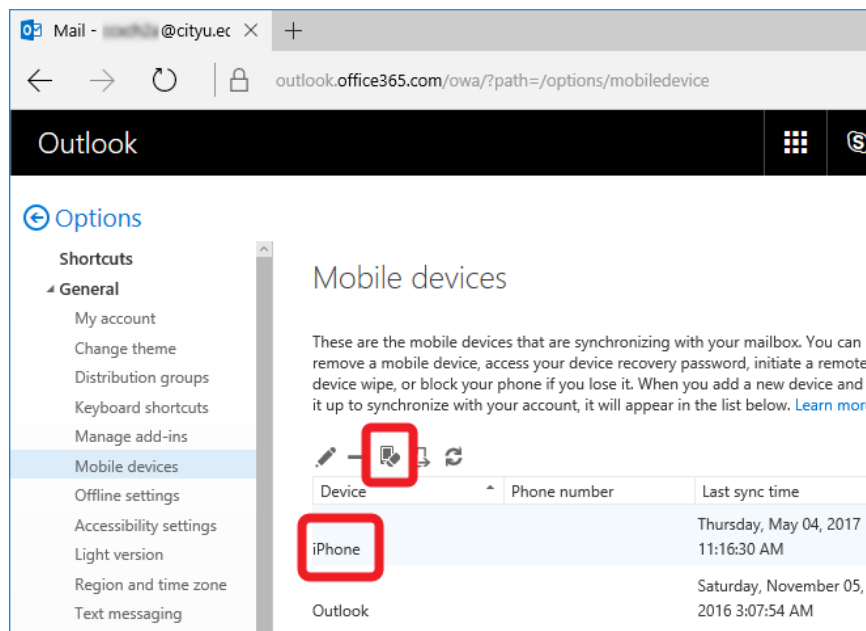
- iii. When log on is successful, you should see the same emails and mailboxes as in Outlook and your mobile device. Click the “Settings” icon and then click “Mail” to continue:



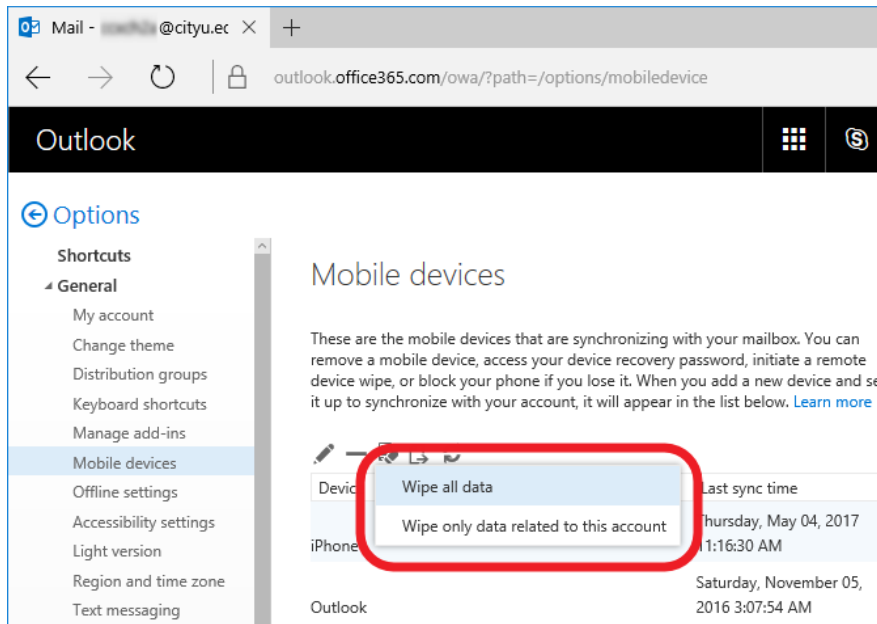
- iv. In the Options screen, you can see the account information and other settings of your account. Click “General” and then “Mobile devices” to continue:



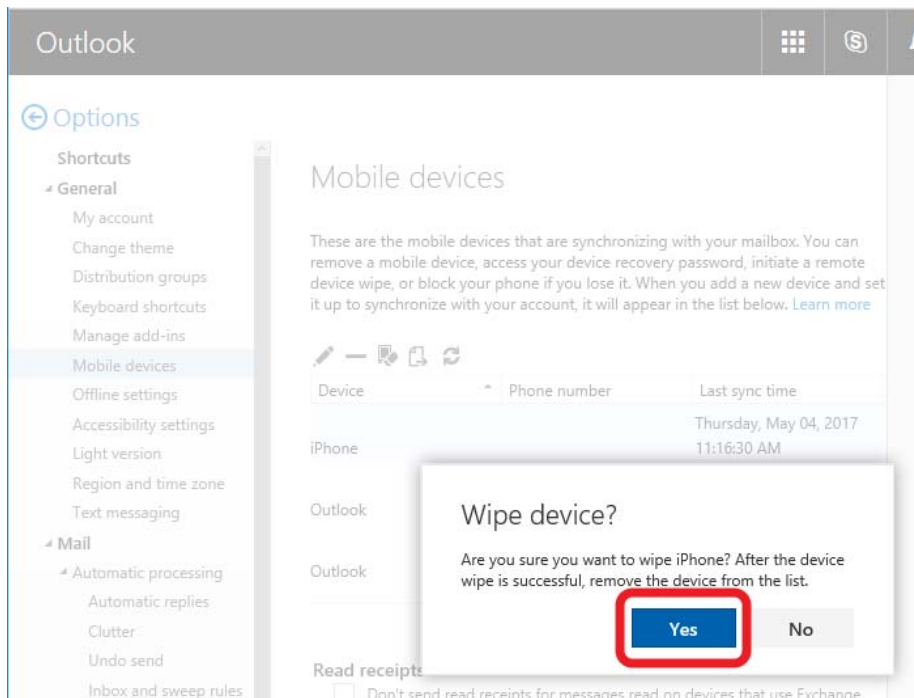
- v. Here you will see all the mobile devices which have the Office 365 account setup in them. Select the mobile device you would like to wipe under the “Device” column, then click the “Wipe Device” icon to wipe it.



- vi. You can select to “Wipe all data” of your device, very much like a factory reset, or you can also just wipe the email account and other data related to this account by selecting “Wipe only data related to this account” option.



- vii. Click “Yes” to wipe the device if you are absolutely sure which device you are going to wipe. If the device is offline, it will be wiped once it is online and connected to the internet and Office 365 server. Please note that if you choose “Wipe all data”, all the data on the device will be wiped (not just the email account and mailboxes) and the device will be back to the factory reset state. You have to setup all the information and apps on it once it is wiped.



- viii. A confirmation email will be sent to your Office 365 account to inform you that the device wipe action was initiated.

The screenshot shows an Outlook inbox on the left with a list of emails. The selected email is titled "Remote Device Wipe Confirmation" from "Test User 2a" at 11:46 AM. The main content area on the right displays the email body:

**Remote Device Wipe Confirmation**

**Test User 2a**  
Today, 11:46 AM  
Test User 2a

**The remote device wipe completed successfully.**

The remote device wipe initiated on 05/04/2017 03:46:51 is complete.

Device type: iPhone  
Device ID: [REDACTED]

**Note: To sync with the server, you must remove this partnership from the list of mobile devices in Outlook Web App.**

Otherwise, for security purposes, your mobile device will continue wiping data if you try to sync again.

Disclaimer: This email (including any attachments) is for the use of the intended recipient only and may contain confidential information and/or copyright material. If you are not the intended recipient, please notify the sender immediately and delete this email and all copies from your system. Any unauthorized use, disclosure, reproduction, copying, distribution, or other form of unauthorized dissemination of the contents is expressly prohibited.

- ix. If you would like to connect the mobile device to the Office 365 server again, please be reminded that you should remove it from the list of the mobile devices first. Otherwise once it is reconnected to the Office 365 server, it will be wiped again. To remove the device from the list, select it and then click the "Remove" button inside the "Options" and "Mobile devices" page:

The screenshot shows the "Mobile devices" management page. It includes a list of devices with columns for Device, Phone number, Last sync time, and Status. A red box highlights the "Remove" button (a minus sign icon) and the first row of the table, which shows an iPhone device with a successful remote wipe on May 04, 2017.

**Mobile devices**

These are the mobile devices that are synchronizing with your mailbox. You can remove a mobile device, access your device recovery password, initiate a remote device wipe, or block your phone if you lose it. When you add a new device and set it up to synchronize with your account, it will appear in the list below. [Learn more](#)

[-] [Add] [Refresh] [Sync]

Device	Phone number	Last sync time	Status
iPhone		Thursday, May 04, 2017 11:16:30 AM	Remote device wipe successful
Outlook		Saturday, November 05, 2016 3:07:54 AM	OK
Outlook		Friday, November 25, 2016 11:30:24 AM	OK